

ZVRS' Hybrid Proposal (Comments: <http://apps.fcc.gov/ecfs/document/view?id=7021899622>)

1. Providers would be compensated a fixed monthly fee per eligible customer for the provision of technology and related VRS access services and a tiered per-minute payment to providers for the provision of interpreting services.
2. Eligible VRS consumers would select and register one default VRS Access Provider responsible for accomplishing the customer's access to VRS and one default VRS Interpreting Provider to supply the interpreting for the customer's VRS calls.
3. The VRS Access Provider would provide the CPE and the associated phone number, handle installation, training, support, maintenance, network and platform operations, engineering (including ensuring interoperability), failed unit repair and replacement, testing and other technology access related services. The VRS Access Provider is responsible for telephone number acquisition and provisioning, populating the iTRS database, ensuring that the customer's address is correct for E911, and handling their emergency calls. All VRS Access Provider CPEs must be fully interoperable with the CPEs and networks of all other certified VRS providers.
4. The default VRS Interpreting Provider would automatically receive all direct dialed VRS calls (except for 911 calls) regardless of the telecommunications equipment used by the caller to place the call. The VRS Interpreter Provider would solely focus on providing consumers with the interpretation of their calls.
5. If a customer's VRS Access Provider is not also selected as his or her VRS Interpreting Provider, the VRS Access Provider would be required to direct all of the customer's calls (with the exception of dialed around and 911 dialed calls) to the default VRS Interpreting Provider and maintain its non-network features (such as video mail, address books and caller ID). Customers may dial around to a different VRS provider than the default VRS Interpreting Provider.
6. VRS Access Providers may offer their customers as many CPEs as they determine. VRS Access Providers may provide additional CPEs for their customers who require them at their workplaces or at different locations. In addition, eligible individuals would have the option of subsequently obtaining additional CPEs offered by a different and non-default VRS provider for a variety of reasons and individual needs by purchasing, downloading or otherwise procuring them from the non-default VRS provider. A VRS provider would not be compensated from the TRS Fund for providing a CPE to a customer who has registered with a different default VRS Access Provider, only for any interpreting services handled through a VRS call. Entities such as employers, businesses, government agencies and places of public accommodation may purchase or otherwise obtain CPEs from VRS providers for their deaf and hard of hearing employees, constituents or customers but the VRS provider would not be compensated per-user unless the customer has selected the provider as their default VRS Access Provider.
7. A one year commitment period to both VRS Access and Interpreting Providers is required.